

## **Guests with Disabilities**

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Royal Caribbean International is an industry leader in providing accessible cruise vacations for guests with disabilities as well as other special needs. Access Advocates in our Access Department are available to assist guests and travel agents in planning accessible cruise vacations. Contact us at:

<b>Access Department</b>	<b>866-592-7225</b>
	9:00 a.m. to 7:00 p.m. Eastern Time, Monday – Friday
Outside the U.S.	954-628-9708
E-mail	special_needs@rccl.com
Fax	954-628-9622

Guests can request a free *Accessible Seas* brochure from our Access Department or their travel agent.

### **Accommodations**

Royal Caribbean International offers a wide range of accessible products and services designed to meet the different needs of guests with disabilities. Guests with disabilities and other special needs as well as their travel agents should request any necessary accommodations to Royal Caribbean in writing at the time of booking.

Among the variety of special needs that we can accommodate are:

- Guests who use wheelchairs or scooters<sup>1</sup>
- Most special diets
- Oxygen therapy<sup>1</sup> – compressed gas oxygen, liquid oxygen and oxygen concentrators
- Dialysis<sup>1</sup> – Continuous Ambulatory Peritoneal Dialysis only. Royal Caribbean can recommend an independent contractor to assist those guests who require hemo-dialysis.

### **Accessible Stateroom Features**

All Royal Caribbean ships have accessible staterooms in a full range of categories. Ships range from 4 accessible staterooms on *Majesty of the Seas* to 46 accessible staterooms on *Oasis of the Seas*.

- Wider doors – at least 32 inches wide
- No door sill to get into stateroom
- Automatic accessible staterooms doors available on Radiance class ships
- Turning radius: 5 feet<sup>2</sup>

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<sup>1</sup> Royal Caribbean does not provide equipment such as wheelchairs, scooters, oxygen and dialysis. We provide wheelchairs and personnel to assist in getting on and off our ships; if guests wish to have a wheelchair during the cruise, they are welcome to bring their own or rent one.

- Lowered closet rods, safes and vanities
- Conveniently located near elevators

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### **Accessible Stateroom Bathroom Features**

- Wider doors – at least 32 inches wide
- Ramped bathroom thresholds
- Five-foot turning radius in bathroom
- Grab bars
- Roll-in showers
- Fold-down shower benches
- Hand-held shower heads
- Toilet: 17 to 19 inches high
- Lowered sink

### **Stateroom Equipment Available Upon Request**

- Mini-refrigerator
- Sharp's Container
- Shower stools
- Transfer benches
- Commode chairs

### **Public Areas**

- Wide enough for wheelchairs to make a 180 degree turn
- Most doors to outdoor areas open automatically with the touch of a button
- Terraced public rooms utilize gradual inclines instead of steps
- Ramps installed for accessibility

### **Mobility**

- Boarding and departure assistance
- Accessible staterooms
- Pool and whirlpool lifts
- Solarium pools on most ships have stairs instead of ladders
- Lowered gaming tables in *Casino Royale*
- Accessible seating in main theater and lounges
- Platform lift to accessible seating and ice rink in Studio B
- Lowered Guest Relations desk
- Accessible public restrooms with automatic entry and stall doors on most ships
- Transfers using accessible vehicles

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<sup>2</sup> 5 foot turning radius is available in most staterooms configurations.

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### **Deaf and Hard of Hearing**

- Portable Room Kits, includes a visual and tactile alert system that provides alerts for door knocking, telephone ringing, alarm clock and smoke detector (upon request)
- TTY (Teletypewriters) in staterooms which interfaces with TTY at Guest Relations to meet all in-stateroom needs (upon request)
- Assistive Listening System (ALS) in the main theater on all ships and Studio B on Voyager, Freedom and Oasis class ships
- Amplified telephones in staterooms and public areas
- Closed captioned televisions in staterooms<sup>3</sup>
- American Sign Language (ASL) interpreting services provided on cruises to/from U.S. and Canada<sup>4</sup>

### **Blind and Low Vision**

- Braille and large print menus and daily *Cruise Compasses*
- Braille and tactile signage
- Braille and tactile elevator controls and audio call signals
- Braille deck numbers on staircase handrails

### **Service Animals**

- Service animals welcomed onboard
- Relief area provided – 4 by 4 foot box, usually with cypress mulch (sod can be provided if requested and is available)

### **Wilderness Express Train Cars**

Royal Celebrity Tours' *Wilderness Express* train cars are equipped with dome-level accessible seating allowing travelers with disabilities to access both levels.

- Two wheelchair lifts: one from ground level to lower level and another from lower level to dome level
- Seating for two wheelchairs on dome level
- Seating for one wheelchair in dining room, restroom on lower level accessible

### **Medical Care**

Every Royal Caribbean ship offers professional medical services for a reasonable fee through independently contracted, licensed (international or domestic) physicians and nurses. Medical services are limited.

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<sup>3</sup> Not all programs are captioned.

<sup>4</sup> Request must be made at time of booking but no later than 60 days prior to sailing. Requests are subject to interpreter availability.

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**For More Information**

For more information, please go to our website at [www.royalcaribbean.com](http://www.royalcaribbean.com).

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